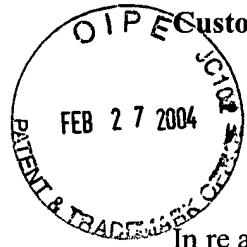


O I P E DOCKET NO. 11157SSUS04C (NORT10-00349)

PATENT

Customer No. 33000



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: : K. Scott Ramey, et al.  
Serial No. : 10/662,603  
Filed : September 15, 2003  
For : METHOD, APPARATUS, AND ARTICLE OF  
MANUFACTURE FOR WEB-BASED CONTROL OF A  
CALL SERVER  
Group No.: 2661  
Examiner: Not yet assigned

**MAIL STOP MISSING PARTS**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**PRELIMINARY AMENDMENT**

Please preliminarily amend the above-identified application as follows: